



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Anil Kumar Annadata, Wai Hong Pak, Rohit Bedi
Assignee: Siebel Systems, Inc.
Title: SYSTEM AND METHOD FOR MULTI-CHANNEL
COMMUNICATION QUEUING USING ROUTING AND
ESCALATION RULES
Serial No.: 09/895,456 Filed: June 29, 2001
Examiner: Benny Quoc Tieu Group Art Unit: 2642
Docket No.: SBL0012US

Austin, Texas
February 27, 2006

MAIL STOP AMENDMENT
COMMISSIONER FOR PATENTS
P. O. BOX 1450
ALEXANDRIA, VA 22313-1450

RESPONSE TO NON-FINAL OFFICE ACTION

Dear Sir:

This paper is responsive to the Office Action dated December 23, 2005, having a shortened statutory period expiring on March 23, 2006. Further examination and reconsideration are respectfully requested in view of the amendments and remarks set forth below.

No Amendments to the Specification are presented in this paper.

No Amendments to the Claims are presented in this paper. However, a current listing of the claims begins on page 2 of this paper.

No Amendments to the Drawings are presented in this paper.

Remarks begin on page 7 of this paper.